**Chain of command**

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**UCR 325**

**On my site there is a tech person for the sight but they service general ed teachers first. Most of the time, I have student specific technology concerns. I tend to troubleshoot them myself.**

**This is district policy for Chain of Command.**

**Obtaining Support for Computer Problems**

There are currently two methods to obtain support for general computer problems in HUSD:

1. Use the IT Help Desk email account to submit your support request. Please provide as much

specific information as you can about the issue you are having.

2. Please contact the IT Help Desk by calling 765-5100 x.5580. To obtain the most efficient service

please keep the following in mind:

• Help Desk operating hours are Monday-Friday 7am-4:30pm.

• We ask that the actual user who is experiencing the problem make the call, and from the

problem computer. This allows us to troubleshoot (and often correct) the problem over the

phone or by remote controlling the PC in question.

• Please call ONLY the provided Help Desk number for assistance as those technicians are

best equipped to answer most of the problems you may experience. Please do not “phone

shop” to try to get assistance from another IT staff member.

• If you are asked to leave a message it means the technicians are helping other users –

please leave a detailed message with your name, site, problem, call back number and the

best time to reach you. Please do not leave multiple messages.

• If your site is experiencing an emergency/high priority issue, please notify your school

office and they will contact IT directly.